

## **Long Furlong Medical Centre – Patient Participation Group**

### **Minutes of Meeting held on 30 October 2024 at 12 Noon on Teams**

**Attendees:** **Chair:** Malcolm Kear

**Medical Centre:** Dr Karen Barter, Debbie Major

**PPG:** Carol B, Beryl C, Julie T, Rebecca M, Wendy M, Sandie R, Don R, Karen W,

**Apologies:** Hazel K, Email members not able to attend: Jane N, Marie Z, Lorna W, Kayleigh W

**New PPG Members:** The Chair welcomed Dr Barter, who with Dr Lowe, will take it in turns attending PPG meetings following the retirement of Dr Elwig

**Minutes of Meeting 19 June 2024** – Accepted, no changes.

#### **Matters Arising:**

Malcolm and Debbie met to discuss ‘Have your Say’ text re: PPG Role and link on website for ‘flu bookings. The Practice values the input and help of the PPG. Information on the PPG role, available on the website, has not yet been updated as it depends on Malcolm’s meeting with Jaz Kundie of Healthwatch Oxfordshire which has yet to take place. **[Action Malcolm]**

A link to book for ‘flu clinics has been added.

2023 Patient Survey: It has not been possible to upload the results, but the company who provides software was consulted. During this process, the results were lost and are no longer available. Malcolm asked when the next survey will be conducted and Debbie said next year.

Direct link to the PPG page: This has been added to the menu bar at the top of the home page. Note that this menu is not visible in the same form when viewed on a mobile phone. Users have to click on the ‘Menu’ button first.

Patient feedback on website: Malcolm requested that feedback on use and navigation be gathered in next patient survey. This was agreed. **[Action Debbie]**

Possibility of open forum: Debbie has spoken to Dr Lowe and Dr Barter, and they do not wish to hold an open forum

Review of the LFMC Website: This is ongoing. An update of the original review document will be issued in due course. **[Action Malcolm]**

#### **Practice changes/developments since last meeting**

Recruitment: Two male GPs will be joining the practice shortly.

Dr Dhungana – Starting November, 4 sessions Thursday / Friday

Dr Paul – Starting first week of January, 6 sessions Monday/ Tuesday/ Wednesday

Adverts have gone out for paramedics and interviews have been arranged. The practice continues to advertise for additional GPs. (There has been a recent swing in more locums wanting to change to work as salaried GPs)

Extension of surgery: This is with the Council legal team before going to architects to move forward. Possible 12 weeks to tender, with start of work about April 2025.

## **Appointments System**

Appointment numbers: During September 2024, 300 telephone consultations and 734 face-to-face appointments (Continued trend to more face-to-face appointments envisaged)

Patient numbers: Aligned to Dunmore Road to Radley Road housing developments, there is a steady influx of new patients. So far, the surgery is not being overwhelmed.

Of the current 9,300 patients, 3,500 are allocated to each of Dr Barter and Dr Lowe, with the rest shared between salaried GPs ensuring they are not allocated more than 250 patients per session. Dr Barter said that a continuing workload of 3,500 patients was unsustainable in the long term.

Accurx: Patient perspective - Malcolm reported that one patient commented Accurx took them around in circles (that after completing the form, another appeared). Accurx to be checked and provider contacted if this appears to be an issue. **[Action Malcolm / Debbie]**

Dr Barter outlined how time-to-appointment varied; that there were appointments that day, within a week, two weeks or four weeks (in which case the appointment was allocated within three weeks).

All submissions are actioned in some way. Referral investigations, Fit note, and Physio, Pharmacy First and Minor Eye Conditions advice being examples of other outcomes. Stats can be provided at this level. **[Action Malcolm / Debbie]**

**Post Meeting Note:** Debbie has advised that generating stats for AccurX is not possible.

Accurx closes for submissions at 4pm on Tuesday, Wednesday and Thursday, and 3pm on Monday and Friday, unless safe levels have been reached earlier in which case Accurx needs to close earlier – this can happen with staff shortages, e.g. due to sickness.

## **Patient feedback - Google reviews**

Beryl reported fewer were being received and they were generally more positive. Summary to be provided at next meeting **[Action Beryl]**

## **Patient Communication**

Website review: To facilitate the review, the PPG would like to conduct their own survey on ease of use of the website. Malcolm to discuss with Debbie to see if this is possible, if so, how to proceed. **[Action Malcolm]**

With the aid of the software provider, stats on pages visited etc to be captured. Malcolm to send a request to Philippa. **[Action Malcolm]**

It is of prime importance to patients that the Appointment button is easy to find. This was appreciated, being balanced with the advice of NHS England and local health boards, that patients be prompted to review other services available, before making a submission.

Newsletter: Next issue to be issued late November so can capture latest staff changes.

If possible, stats to be gathered to give an indication of how much the online newsletter is accessed. Malcolm to investigate. **[Action Malcolm]**

## **PPG Items**

Notification of named GP when existing one retires / leaves: Although patients need to know of a change in named GP, named GP will change for some when the two new GPs start in November and in January. As temporary arrangements are in place there are advantages to delaying the communication.

Dr Barter explained that when patients are asked for the name of their GP, this can be taken to refer to GP Practice. That clinic letters are not always addressed to the named GP, but that the surgery ensures the correct GP receives them.

Difficulty in seeing a GP: This is likely to improve as the number of GPs at the surgery increases.

Car Park gate closed Saturday mornings: The pharmacy will be reminded to open the gate – they have the access code. This will reduce congestion on Boulter Drive and around the surgery entrance. **[Action Debbie / Malcolm]**

Why can't Surgery give 'flu and Covid' like the pharmacy next door:

In relation to flu vaccinations, it is not always financially viable to provide vaccinations. Some surgeries have opted out. Dates when vaccinations can start are governed externally and can delay vaccination programme and vaccines may be left unused. It is not possible to sell unused vaccine on. Next year weekday clinics may be offered instead, as there are extra staff costs providing this service on a Saturday.

A provider, Ardens, captures as far as possible, patients who are eligible for vaccinations and they are then invited to attend. Eligibility for vaccines can change over time and be vague. For example, not all asthma sufferers are eligible.

The surgery has not been involved in Covid vaccination programmes for a while, mainly due to cost issues.

Publicity of PPG: For a while Malcolm has not heard from anyone interested in joining the PPG. Leaflets to be included in surgery and a message on the TV screen. Rebecca pointed out that details of the PPG were already on the TV screen. **[Action Malcolm / Debbie]**

Issues with signage and notice boards: Some notices and signage, including those at the front the surgery, could be improved. Maximum number of people in surgery to be included, details made more prominent on not using mobile phone, and the notice board checked to remove out of date items and include information on the PPG **[Action Malcolm / Don]**

Signage to prompt patients to use the Boulter Drive Community Car Park to be included on the Boulter Drive side on the surgery, so that it is visible from the main road, when the extension work is done. **[Action Debbie]**

PPG liaising/combining with others in PCN and meeting Jaz Jundi: Malcolm is trying to meet with other PPG representatives. The meeting with Jaz has been postponed three times. **[Action Malcolm]**

### **Date of Next Meeting**

Subject to checking, Wednesday 19th February at 12.00 on Teams was proposed.